

SANDY CITY  
APPROVED CLASS SPECIFICATIONS

I.	<u>Position Title:</u>	Administration Office Manager	<u>Revision Date:</u>	07/19
			<u>EEO Category:</u>	Administrative Support
			<u>Status:</u>	Non-exempt
			<u>Control No:</u>	30107

II. Summary Statement of Overall Purpose/Goal of Position:

Under the general supervision and direction of the Mayor and Chief Administrative Officer, performs a wide variety of services and administrative detail associated with the office including responding directly to the public in the name of the Administration.

III. Essential Duties:

- Represents positively the Administration in dealing with the public, staff, county and state elected individuals, etc. in City related matters.
- Schedules and coordinates meetings, appointments and calendars for City Leadership, i.e., Mayor, CAO, Deputy Mayor, Deputy CAO, and Communications Department with city staff, other governmental officials, citizens and other groups.
- Greets and directs walk-in traffic and answers the telephone, screens, and follows-up on calls, directing individuals to appropriate office personnel and responding directly to matters concerning routine office business.
- Responds directly, and resolves, many of the incoming public inquiries and complaints for all departments.
- Handles confidential assigned tasks or activities, including projects, reports, research, presentations, etc.
- Keeps accurate records of directives made by Mayor and Chief Administrative Officer. Assists in coordinating the information to respond to requests. Often, prepares and performs office correspondence.
- Maintains and manages an orderly and documented flow of legal documents, including Mayor's signature and coordinating documents to the City Recorder for attesting.
- Attends weekly Admin Executive Coordination, Cabinet and other meetings as assigned and transcribes and maintains accurate minutes.
- Obtains documents and reports from department directors and/or staff for inclusion in the weekly Cabinet Agenda and Department Briefs.
- Manages payroll entry and approvals for Administration and Communications staff.
- Schedules travel arrangements and reconciles receipts for travel for Administration, Communications, and Community Arts and Amphitheater.
- Reviews and coordinates the preparation, publication of agenda materials.
- Maintains a knowledge of department's budget and helps ensure proper spending.
- Manages office maintaining supplies, equipment, and office budget.
- Responsible for processing all requisitions, credit card reconciliations, check requests for approval by the appropriate department manager. Proficiency required in the City's purchasing processes and system.
- Administers the Mayor's customer service recognition program (Bradburn Bucks). Maintains an adequate inventory of appropriate incentive awards. Maintains an accounting of the awards distributed.

IV. Marginal Duties:

- Opens, sorts, reads, and distributes office mail; responds to various office correspondence.
- Maintains office files and records including large volumes of confidential information.
- Coordinates administrative assistance and support for the needs of the Administration, including supervising and training any supportive administrative staff, as needed
- Other duties as assigned.
- Procures refreshments and meals as required, ensures readiness of rooms for meetings including the setting up and dismantling of equipment.

V. Qualifications:

**Education:** One year administrative or office management training is required.

**Experience:** Requires five years administrative experience. May substitute an additional year of experience for required training.

**Certifications/Licenses:** Requires a valid Utah Driver's License.

**Probationary Period:** A one-year probationary period is a pre-requisite to this position.

**Knowledge of:** Letter composition; office management; general mathematical operations; business equipment usage; municipal government procedures; regulations pertaining to public meetings; all City departments duties and functions; the development process; personal computers, multiple computer programs, systems and applications; correct English usage, vocabulary, spelling, and arithmetic.

**Responsibility for:** Important City records dealing with confidential matters; great responsibility for the care, condition, and use of materials, equipment, money, and tools; positively representing Administration and the City; training and supervision of secretarial staff.

**Communication Skills:** Ability to professionally furnish and obtain information from other departments; contact with other departments, requiring tact and judgment to avoid friction; constant contact with the public presenting data; must exercise sound judgment in releasing information to the media; frequent contacts with executives on matters requiring explanations and discussions; regular and frequent contact with persons of high rank, requiring tact and judgment to deal with and influence people; requires a well-developed sense of strategy and timing; ability to deal well with upset and irate people.

**Tool, Machine, Equipment Operation:** Type 65 wpm; recall a wide variety of names and faces; requires frequent computer, printer, copier, recording equipment and telephone system use.

**Analytical Ability:** Communicate effectively verbally and in writing; follow verbal and written instructions; prioritize tasks; establish effective working relationships with employees and the public; negotiate effectively with vendors and equipment suppliers; records management skills; apply complex concepts to the solution of problems and performance of assigned duties.

VI. Working Conditions:

*Physical Demands:* While performing duties of job, employee typically handles office equipment, objects, or controls. Moderate physical exertion is present because of moderate stooping and kneeling required. Employee will sit or stand for long periods of time and may occasionally move up to 20 pounds.

*Work Environment:* Employee will work in a generally comfortable office setting. The noise level in the work environment is usually minimal. Extensive mental effort is required daily to recall names, faces, voices, documents, etc.; a great amount of pressure and fatigue is present during an average work day; moderate amount of overtime and some evening work is required; daily contact with high-profile individuals; work is independent with little supervision.

The above statements are intended to describe the general nature and level of work being performed by the person(s) assigned to this job. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required of personnel so classified. The approved class specifications are not intended to and do not infer or create any employment, compensation, or contract rights to any person or persons. This updated job description supersedes prior descriptions for the same position. Management reserves the right to add or change duties at any time.

DEPT/DIVISION APPROVED BY: \_\_\_\_\_

DATE: \_\_\_\_\_

PERSONNEL DEPT. APPROVED BY: \_\_\_\_\_

DATE: \_\_\_\_\_